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Date: November 18, 2010 5:42:17 PM PST
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Cc: "Boomer, Roberta" <Roberta.Boomer@sfmta.com>, "Bose, Sonali" <Sonali.Bose@sfmta.com>
Subject: **FY11 Q1 Service Standards timing**

Nat:

The top line is that **we would like your OK to report FY11 Q1 Service Standards at the first meeting in January rather than the first meeting in December.** As part of our Board-approved transition from manual OTP and NextMuni-driven OTP we have developed a model to ensure an “apples-to-apples” comparison. We are comfortable with the model but want to conduct additional testing. As I am sure you understand, **it is critical that we present OTP numbers that we can stand behind with great confidence.**

Reporting out in January is not a deviation from recent reporting timeframes but I want to get the OK from you after having talked to Sonali and Roberta. With an analyst coming on soon, we will be able to speed up the reporting turnaround significantly starting next year.

If you are interested, a more detailed description is provided below.

Thank you,

Travis

As you may recall from the Service Standards approval process, we are transitioning away from the manual collection of on-time performance statistics to using NextMuni in FY11. As discussed previously, this is not a matter of simply flicking the switch -- we need to ensure the NextMuni data is as “apples to apples” as possible when compared to the historical methodology.

Several months ago we provided NextBus with the parameters for modified reporting that would enable us to generate “apples to apples” figures. NextBus took significantly longer than anticipated to generate a quote, and when they finally brought one to the table, the cost was exorbitant. (It’s clear that they don’t really want to do the work.)

In anticipation of NextBus’s failure to deliver a reasonable proposal Corey Marshall and IT folks have been working all along on an in-house model to use NextMuni data in a manner than follows our traditional OTP methodology.

At this juncture we have a model in place that we feel comfortable with but would like to do additional testing to further bolster our confidence.

As I hope you agree, I don’t want present FY11 Q1 numbers until we are fully confident in the comparison.

My strong preference would be for us to report the Service Standards at the first January meeting rather than the first December meeting. We can most certainly have this finalized by mid-December.

Please advise if you are OK with this. Thank you.

Travis Fox
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